

ARIZONA VETERANS SERVICE COMMISSION

INTERNAL MANAGEMENT POLICY 97-1

SUBJECT: VETERANS SERVICES AND ASSISTANCE FOR
ARIZONA STATE HOME RESIDENTS

EFFECTIVE DATE: April 2, 1997

1.0 POLICY: It is the policy of the Arizona Veterans Service Commission (AVSC) to establish standardized assistance and advocacy procedures to initiate, develop, present, and monitor claims on behalf of Arizona State Veteran Home (ASVH) residents. Failure to complete a timely application or action may result in loss of monetary benefits or monetary benefits being withheld, reduced, stopped, and/or creation of a substantial overpayment of U.S. Dept. of Veteran Affairs (VA) benefits.

2.0 AUTHORITY: A.R.S. 41-604, Duties and Powers of the Director.

3.0 RESPONSIBILITY:

3.1 The Administrator, Veterans Service Division (VSD), shall designate a primary Veterans Service Officer (VSO) as provider and coordinator of services to ASVH residents.

3.2 The VSO shall provide information, counsel, and assistance to eligible claimants in matters pertaining to federal and state benefits. The VSO shall also comply with VSO II Position Standards, as written.

3.3 ASVH Social Workers shall assist the VSO upon request to obtain signature and information from residents and applicants.

3.4 The Administrator, ASVH, shall establish a procedure to ensure that upon an applicant's admission to ASVH, the VSO is provided an original "Admission Letter", signed by the Administrator. The letter shall include date of admission, level of care and diagnosis, average daily charge, VA Per Diem rate and the adjusted daily charge.

4.0 DEFINITIONS:

4.1 "Veterans Service Officer" means an individual who is accredited with the U.S. Dept. of Veterans Affairs (VA) and who provides technical assistance for veterans' benefits and files claims for those benefits on behalf of a veteran or an eligible member of the veteran's family.

4.2 "Social Workers" are the Human Service Specialists or Social Services representatives who assist residents in securing Social Security, Medicaid, and other pension benefits for which the resident may be entitled.

5.0 PROCEDURES:

- 5.1 The VSO shall review all applications for residency qualification.
 - 5.1.1 The VSO shall verify, by documented evidence, that applicant is a veteran or a spouse of a veteran.
 - 5.1.2 Documented evidence shall include DD Form 214; Certificate of Release of Discharge from Active Duty; WDAGO Forms 53, 53-55 and 53-09; NAVPERS Form 78; Statement of Honorable Service form the U.S. Dept. of Veterans Affairs; Statement of Service form the National Personnel Records Center (NPRC).
 - 5.1.3 VSO shall obtain from the resident/applicant VAF 21-22 designating AVSC as applicant's VA representative.
- 5.2 The VSO shall review the VA Benefit Delivery Network (BDN) (also referred to as Target System) to locate and determine:
 - 5.2.1 If applicant has a VA "C-File" located at the Phoenix Veterans Affairs Regional Office (VARO), the VSO will review the "C-File" is not located at Phoenix VARO, and review subject "C-File" upon receipt. The review subject "C-File" upon receipt. The reviewer shall annotate in the remarks section of the weekly status report the comment, "'C-File" reviewed on (date) by (initials of VSO conducting the review)."
 - 5.2.2 Current VA monetary awards;
 - 5.2.3 Current claims pending;
 - 5.2.4 Veterans who are Ex-Prisoners of War shall have the Veterans of Foreign Wars as their designated representative.
- 5.3. Claim actions, on those residents who desire a veteran service organization other than AVSC as their designated VA representative, shall be processed through the organization designated by the applicant/resident.
- 5.4 The applicable VA claim applications and supporting documents shall be submitted to the U.S. Dept. of Veterans Affairs within 7- working days of a resident admission to the home.
- 5.5 The primary VSO, provider and coordinator, shall establish a status of claim system to monitor resident's VA claims, pending actions, estimated completion dates (ECDs) and approved benefits awarded. The system shall also include unusual circumstances that may have claim consequences, affect claim actions or require special handling.
- 5.6 The primary VSO shall provide the Administrator, VSD, a weekly status report. The report shall include, as a minimum, the benefit status of each resident, pending action(s), ECDs, unusual circumstances and problems encountered.

5.7 The Administrator, VSD, shall provide the Director AVSC and the Administrator, ASVH-Phoenix, a monthly resident status report.

6.0 IMPLEMENTATION: This policy shall be implemented without change on the effective date.

Norman O. Gallion, Director